

AZ Department of Economic Security
Child Care Administration

Policy and Procedure Manual

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Child Care Administration Policy and Procedure Manual

I. Goals

The goal of Child Care Assistance is to:

- Enable clients to achieve or maintain self-sufficiency through employment in order to prevent, reduce, or eliminate welfare dependency.
- Prevent or remedy neglect, abuse, or exploitation of children unable to protect their own interests, and to preserve, rehabilitate, or reunite families.
- Prevent or reduce inappropriate institutional care by providing for community-based care, home-based care, or other forms of less intensive care.

II. Objectives

Department of Economic Security staff shall authorize Child Care Assistance to:

- Enable parents to prepare for, secure and/or engage in employment through the purchase of Child Care Assistance from licensed child care centers, DHS certified group homes, DES certified family child care home providers, and noncertified relative providers.
- Enable parents who are physically, mentally, or emotionally incapable or unavailable to provide child care to have their child care burden alleviated during a portion of a 24-hour day.
- Prevent or remedy neglect, abuse, or exploitation of children and to preserve, rehabilitate, or reunite families as part of the child's case plan.
- Enhance the growth and development of foster care children who need Child Care Assistance as part of the child's case plan.
- Assure the physical and emotional well-being of children is met while in child care.

III. Definitions

1. **“AFDC Employed Child Care”** means a child care program for Cash Assistance participants who are employed.
2. **“Adult”** means a person 18 years of age or older.
3. **“Adequate Notice”** means a notice that is mailed on or before the effective date of the action being taken on the case. The notice explains the action the Department intends to take, the reason for the action, the specific authority for the action, the client’s appeal rights, and the client’s right to have benefits continued pending the outcome of an appeal.
4. **“Appellant”** means an applicant or recipient of assistance who is appealing a negative action by the Department.
5. **“Applicant”** means a person who has filed an application for Child Care Assistance with the Department. Anyone who files an application is an “applicant”.
6. **“Assigned Group”** means control and experimental groups that clients are assigned to as part of the EMPOWER evaluation study. The study tests the effects of EMPOWER Cash Assistance and supportive service policies (including child care) against the standard Cash Assistance and supportive service policies. The Family Assistance Administration's computer system, AZTECS, will randomly designate assigned group codes to Cash Assistance cases for monitoring and evaluating the effects of **EMPOWER**.
7. **“Authorized”** means a specific amount of Child Care Assistance has been authorized for an eligible family for a specific period of time to allow reimbursement of a DES registered provider for child care services.
8. **“AzCCATS”** means Arizona Child Care Automated Tracking System; DES Child Care Administration’s automated client, provider, and payment tracking system.
9. **“AZTECS”** means the Arizona Technical Eligibility Computer System. AZTECS performs eligibility functions for the Cash Assistance, Food Stamps, and Medical Assistance (AHCCCS) programs administered by the Family Assistance Administration.

10. **“Arizona Works”** means the pilot program implemented April 1, 1999 to privatize TANF/Cash Assistance eligibility determination and case management services, TANF-related employment and training case management and TANF related supportive services, including child care. The Arizona Works pilot was mandated by the Arizona State Legislature to test private solutions to public problems. The Arizona Works pilot will be evaluated for a 4 year period to determine the feasibility of statewide rollout based on established TANF-related performance measures, and the cost of business operations. The child care programs included in the Arizona Works pilot are: Jobs Child Care, AFDC Employed Child Care and Transitional Child Care, and are annotated with an “A” budget source code (for “Arizona Works”) in AzCCATS.
11. **“Block Grant/Protective Services”** means a category of Child Care Assistance for CPS referred or CPS/DDD foster families who have a need for Child Care Assistance as documented in the CPS or CPS/DDD case plan.
12. **“Block Grant/Teen Parent Child Care”** means a category of Child Care Assistance for teen parents who are participating in allowable nonpost secondary education/training activities.
13. **“Block Grant/Unable-Unavailable Child Care”** means a category of Child Care Assistance for families who are unable or unavailable to provide care to children in their care, for a portion of a twenty-four hour day due to: physical, mental, or emotional disability; participation in an alcohol or drug treatment/rehabilitation program; court ordered community service; or residency in a homeless/domestic violence shelter.
14. **“Block Grant/Work Child Care”** means a category of Child Care Assistance for low income families who need child care services in order to participate in an employment activity.
15. **“CCA”** means the DES Child Care Administration.
16. **“Cash Assistance”** means a Cash Assistance program administered by the Family Assistance Administration which provides temporary Cash Assistance to needy families (formerly known as Aid to Families with Dependent Children [AFDC]).
17. **“Cash Assistance Assistance Unit”** means a group of persons whose income, resources, needs, and other circumstances are considered as a whole for the purpose of determining eligibility for Cash Assistance (formerly known as AFDC).
18. **“Cash Assistance Participant”** means a recipient of Cash Assistance.

19. **“Child Care”** means the compensated service that is provided to a child who is unaccompanied by a parent or guardian during a portion of a 24 hour day.
20. **“Child Care Assistance”** means any money or payments for child care services that are paid by the Department for the benefit of an eligible family.
21. **“Child Care Program”** means a form of assistance that provides care, supervision, recreation, and socialization for a portion of a 24-hour day; CCA administers various child care programs with different characteristics and eligibility criteria, as described in this manual.
22. **“Child Care Provider”** means licensed child care centers, child care home providers, in-home providers, noncertified relative providers, and regulated child care on military installations or federally recognized Indian Tribes.
23. **“Child Care Specialist”** means the DES or contracted Child Care case manager who determines eligibility for Child Care Assistance and/or certifies family child care homes.
24. **“Child, Youth, or Juvenile”** means an individual who is under 18 years of age.
25. **“Client”** means a person who, as part of a family, has applied for or receives Child Care Assistance, and has physical care/custody of the child(ren) for whom services are authorized. This person is a parent, a nonparent relative (refer to ***Relative*** in the ***Eligible Applicants*** section for allowable nonparent relatives), or a legal guardian. The client must have applied for and met the eligibility criteria for Child Care Assistance.
26. **“Collateral Contact”** means verbal verification of eligibility criteria that is obtained by the Child Care Specialist through a third party on behalf of the client.
27. **“Convert”** means to reestablish eligibility for an ongoing client who is eligible to continue receiving Child Care Assistance under a new child care program.
28. **“Copayment”** means the amount the TCC, Block Grant/Teen, Block Grant/Work, and Block Grant/Unable-Unavailable family is required to pay to the provider for Child Care Assistance as determined by the Child Care Specialist.
29. **“Countable Income”** means the amount of gross income counted for individuals included in the family size to determine eligibility for Child Care Assistance.

30. **“CPS or Child Protective Services”** means the child welfare services administration within the Department’s Division of Children, Youth, and Family Services.
31. **“Day”** means a calendar day, unless otherwise specified.
32. **“DDD”** means the Division of Developmental Disabilities.
33. **“Deeming Income”** means to determine what portion of a parent’s total gross monthly income is considered as available to any dependents for whom a parent has the legal and financial responsibility to support.
34. **“Denial”** means a formal decision of ineligibility on an application, referral, or request for Child Care Assistance.
35. **“Department”** means the Arizona Department of Economic Security.
36. **“Dependent”** means a person under the age of 18, who resides with the applicant and whom the applicant has the legal obligation to financially support.
37. **“DES Certified Child Care Provider”** means a provider who is certified by the Department and who provides care in either the child’s or the provider’s own home.
38. **“DHS Certified Group Home”** means a provider who is certified by the Department of Health Services, and who provides care in a group home.
39. **“DHS Licensed Child Care Center”** means a provider who is licensed by the Department of Health Services, and who provides center based care.
40. **“Eligibility Criteria”** means the requirements an individual or family must meet to receive Child Care Assistance.
41. **“Eligibility Interviewer (EI)”** means the Family Assistance Administration worker who determines eligibility for Cash Assistance, Food Stamp and Medical Assistance.
42. **“Eligible Activity”** means a specific type of activity, which causes an applicant and any other parent/responsible person in the family size to be unavailable to provide adequate care and supervision to children in their care for a portion of a 24 hour day, and which is considered an allowable activity for Child Care Assistance.
43. **“Eligible Family”** means a group of persons whose needs, income and other circumstances are considered as a whole for the purpose of determining eligibility for Child Care Assistance.
44. **“Eligible Need”** means a specific type of need which causes an applicant and any other parent/responsible person in the family size to be unable or unavailable to provide care to

their children for a portion of a 24 hour day, and which is considered an allowable need for Child Care Assistance.

45. **“Eligible Person(s)”** means an individual or family who meets all the requirements for receiving Child Care Assistance.
46. **“EMPOWER”** means Arizona's welfare reform initiative entitled *"Employing & Moving People Off Welfare & Encouraging Responsibility"*. The EMPOWER evaluation study began 11/1/95 and ended 8/1/99. During the evaluation period the population in Glendale, Peoria, Maryvale in Maricopa County and Chinle in Apache County was assigned to 3 different groups: Nonexperimental Treatment group (coded **N** per the AzCCATS CP40 screen), Experimental group (coded **E** per the AzCCATS CP40 screen), and Control group (coded **C** per the AzCCATS CP40 screen). Clients assigned to the Nonexperimental Treatment group and the Experimental group were assigned a 24 month Transitional Child Care (TCC) eligibility period and clients assigned to the Control group were assigned a 12 month TCC eligibility period.
47. **“E.S.O.L.”** means English for Speakers of Other Languages.
48. **“Family Size”** means the applicant, responsible person, and their dependents who reside in the same household. A man and woman legally married, not living in the same household but with the intention of remaining a family, shall be included in the family size. When the applicant requests Child Care Assistance for other related children or children in guardianship in addition to his or her own children, all children shall be included in family size. When foster parents are applying for Child Care Assistance for their own children, the foster child shall not be considered a member of the foster parent's family.
49. **“Federal Poverty Level (FPL)”** means the poverty guidelines that are issued by the United States Department of Health and Human Services. These guidelines are reported annually in the Federal Register and are converted into monthly amounts by the Department. The monthly amounts shall become effective for use in determining eligibility for Child Care Assistance on the first day of the State fiscal year immediately following the publication of the annual amount in the Federal Register.
50. **“Food Stamp Employment and Training Program (FSE&T)”** means a Federal program developed in 1977 that requires Food Stamp recipients with children 6 years of age and older to participate in an employment/training program in order to receive food stamp benefits.
51. **“Formal Care”** means DHS licensed centers, DHS certified Group Homes, and DES certified homes and in-home providers.

52. **“Foster Care”** means a child placed in a foster home by the Department or an Arizona tribe.
53. **“Foster Parent”** means any person licensed for DES or an Arizona tribe to provide out of home care for a foster child.
54. **“Gaps in Employment”** means Child Care Assistance that is provided to an ongoing client who reports a break in employment. Gaps in Employment will continue under the existing service authorization for 30 days after the date employment was terminated. Ongoing clients are eligible to receive 2 Gaps in Employment in a 12 month period. The employment gaps cannot be consecutive.
55. **“Gaps in Participation”** means the time between a Jobs participant's initial orientation and assigned Jobs activities, or the time between the end of one assigned activity and the beginning of another.
56. **“G.E.D.”** means General Educational Development; a G.E.D. certificate is equivalent to a high school diploma.
57. **“Homeless Shelter”** means a public or private nonprofit program that is targeted to assist homeless families and is designed to provide temporary or transitional living accommodations and a program of services to assist such families toward self sufficiency.
58. **“Income”** means earned and unearned income combined.
59. **“Informal Care Child Care Arrangements”** means DES approved Non-Certified Relative Providers, or other non DES approved individuals who are neither licensed nor certified to provide child care.
60. **“Intake”** means a method of collecting information based on an initial client request to determine the need for Child Care Assistance and to determine eligibility.
61. **“Jobs”** means the program which assists Cash Assistance participants to prepare for, obtain, and retain employment. “Jobs” Program also means the Tribal NEW (Native Employment Works; formerly Tribal Jobs) Program and any other entities who contract with the state to perform this function.
62. **“Jobs Activity”** means a Jobs approved education or training activity.
63. **“Jobs Child Care”** means a category of Child Care Assistance for Jobs participants who need Child Care Assistance to successfully complete Jobs activities.

64. **“Jobs Participant”** means a Cash Assistance participant who is participating in the Jobs program as a condition of receiving Cash Assistance.
65. **“JOBSTART”** means a project, administered by the Jobs Administration, as part of the EMPOWER program that is designed to help families transition into the work force through subsidized employment placement.
66. **“Job Training Partnership Act (JTPA)”** means the program to prepare youth and unskilled adults for entry into the labor force. The program also provides job training to economically disadvantaged individuals and other individuals facing serious barriers to employment.
67. **“Legal Guardian”** means a person with permanent or temporary court appointment, who has been given the power and responsibility of a parent over a minor child. Guardianship does not constitute legal or financial responsibility.
68. **“Legal Resident”** means a person who is lawfully present within the United States.
69. **“Local Office”** means a CCA office that is designated as the office in which Child Care Assistance applications and other documents are filed and in which eligibility and assistance amounts are determined.
70. **“Lump Sum Income”** means a single payment of earned or unearned income, such as retroactive monthly benefits, non-recurring pay adjustments or bonuses, inheritances, or personal injury and workers’ compensation awards.
71. **“Mailing Date”** means when used in reference to a document sent first class or postage prepaid through the U.S. Postal Service, and is the date:
- a. Shown on the postmark;
 - b. Shown on the postage meter mark of the envelope, if there is no postmark; or
 - c. Entered on the document as the date of its completion, if there is no eligible postmark or postage meter mark
72. **“Minor Parent”** means a custodial parent under the age of 18.

73. **“Negative Action”** means an action taken on a case to stop or terminate Child Care Assistance, reduce the units of Child Care Assistance, or increase the fee level and copayment for Child Care Assistance. Some negative actions require 10 days advance notice to the client before the effective date of the action, while other negative actions require only “adequate notice” (the notice must be mailed on or before the effective date of the action.)
74. **“New Income Source”** means an additional or an increased income source which has been reported.
75. **“Noncertified Relative Provider”** means a person who is at least 18 years of age and who provides child care services to an eligible child. This person is by affinity or consanguinity or by court decree the grandparent, great grandparent, sibling not residing in the same household, aunt, great aunt, uncle or great uncle of the eligible child and who meets the Department’s requirements to be a noncertified relative provider.
76. **“Nonparent Relative”** means a caretaker relative who is responsible for the day to day physical care, guidance and support of a child who physically resides with the relative. This relative is by affinity or consanguinity (blood or marriage) or by court decree a grandparent, great grandparent, sibling of the whole or half blood, stepbrother, stepsister, aunt, uncle, great aunt, great uncle, or first cousin.
77. **“Notice Date”** means the date which appears as the official date of issuance on a document or official written notice the Department sends or gives to an applicant or recipient.
78. **“Office of Special Investigations (OSI)”** means the Department office to which CCA refers cases for investigation of certain eligibility information, investigation and preparation of fraud charges, coordination and cooperation with law enforcement agencies and other similar functions.
79. **“Other Related Child”** means a child who is related to the applicant or recipient, and who is not the applicant’s or recipient’s natural, step, or adoptive child.
80. **“Overpayment”** means a Child Care Assistance payment received by a child care provider or for an eligible family which exceeds the amount to which the provider or family was lawfully entitled.
81. **“Order of Priority for Assistance”** means that eligibility for child care is explored based on a succeeding order of Child Care Programs (refer to *Order of Priority for Services* in the *Eligibility Determination Process* section for further direction on determining order of priority for services for Child Care Assistance).

82. **“Parent”** means the biological parent whose name appears on the birth certificate or who has legally acknowledged or had an adjudication of paternity, or the adoptive parent of the child.
83. **“Placement Date”** means the effective date of a client’s placement on the Priority Waiting List. It is equal to the date the application was date stamped as received by the Department.
84. **“Positive Action”** means an approval, increase, or resumption of service such as increasing the amount of assistance or decreasing the fee level and copayment.
85. **“Post Secondary Training Activities”** means allowable post secondary training activities which include attendance at colleges, trade or vocational schools, and work readiness activities.
86. **“Primary Person”** means the parent or responsible person requesting assistance for his/her dependents who shall be designated as the “Primary Person” when authorizing Child Care Assistance in AzCCATS.
87. **“Priority Group”** means an assigned status based on income (used only when the Priority Waiting List is in effect). Clients with household income at or below 100% of the Federal Poverty Level (FPL) are assigned to Priority Group 1. Clients with household income above 100% of the FPL are assigned to Priority Group 2. Priority Group 1 clients shall receive services prior to clients who are in Priority Group 2 when openings in the child care program become limited and the Priority Waiting List is in effect (per ARS § 46-803).
88. **“Priority Waiting List”** means a list maintained in the AzCCATS system upon which new applicants who are determined eligible for the Block Grant/Work, Block Grant/Teen Parents, and Block Grant/Unable-Unavailable Child Care categories must be placed. When openings in the child care program become limited and the Priority Waiting List is in effect, applicants are placed on the Priority Waiting List and prioritized based on date of application and gross monthly household income. The highest priority for service is given to clients with current household incomes at or below 100% of the FPL (*Priority Group 1* clients); Clients with incomes above 100% FPL (*Priority Group 2* clients) cannot receive services until all *Priority Group 1* clients have been served. Clients receive no services while waiting on the list.
89. **“Recipient”** means a person who is a member of an eligible family receiving Child Care Assistance.
90. **“Relative Care”** means child care provided by relative providers who are not DES certified.
91. **“Release Date”** means the official date that the client is selected by CCA Central Office for release from the Priority Waiting List. On the release date CCA Central office mails the

Priority Waiting List Selection Notice (CC-320) to a selected group of clients from the Priority Waiting List. Generally, this occurs within the first 5 days of the month.

92. **“Request for Hearing”** means a clear written expression by an applicant or recipient, or such person’s representative, indicating a desire to present the case or issue to a higher authority.
93. **“Resources”** means any service within DES or the community which is available and of benefit to the client.
94. **“Responsible Person(s)”** means one or more persons residing in the same household who have the legal responsibility to financially support:
- a. The applicant or recipient for Child Care Assistance; or
 - b. One or more of the children for whom Child Care Assistance is being requested.
95. **“Review”** means a review of all factors affecting an eligible family’s eligibility and assistance amount.
96. **“Refugee Cash Assistance (RCA)”** means a cash assistance program administered by the Family Assistance Administration which provides assistance to refugees. RCA is *not* a TANF funded program; refugees receiving RCA are not eligible for Jobs Child Care, AFDC Employed Child Care, or Transitional Child Care (but may be eligible for Block Grant Child Care as long as all other eligibility criteria are met) until they begin receiving TANF/Cash Assistance. RCA participants are identified with the **RP** code (adjacent to the **AF** code) in the **Program** field on the AZTECS *Case Profile Page 2* (CAP2) screen.
97. **“Secondary Education/Training Activities”** means allowable secondary education/training activities which include high school, G.E.D., E.S.O.L. or remedial educational activities for the attainment of a high school diploma.
98. **“Supplemental Child Care Assistance for Education/Training Activities”** means any additional Child Care Assistance the client needs to participate in education/training activities that do not fit into the existing authorization for employment.
99. **“TANF”** means Temporary Cash Assistance to Needy Families assistance program that is administered by the Family Assistance Administration which includes Cash Assistance, Food Stamps, and Medical Assistance.
100. **“TANF/At Risk”** means a group of clients who meet the definition of being “at risk” of TANF dependency due to specifically identified socioeconomic characteristics. Individuals in this category receive services funded with TANF money in order to address their barriers to self sufficiency, but do **not** receive TANF/Cash Assistance (as the purpose of providing the TANF funded services is to help the individual *avoid* TANF/Cash Assistance dependency).

TANF/At Risk clients are eligible for Jobs Child Care when they are case managed by the Jobs Administration and referred to DES/CCA via the automated Jobs referral process.

- 101. “Teen Parent”** means a parent who is 13 through 19 years of age.
- 102. “Timely Notice”** means that on a negative action (other than denial), the decision letter to the client shall be mailed at least 10 calendar days before the date the action becomes effective. On a positive action, only adequate notice is required (the notice must be mailed on or before the effective date of the action).
- 103. “Transitional Child Care (TCC)”** means time limited child care benefits which are available to former Cash Assistance families for 24 months. TCC families must have received Cash Assistance in at least one (1) out of the least six (6) months, as determined by the Family Assistance Administration, and must apply for Child Care Assistance within 6 months of the Cash Assistance case closure date.
- 104. “TCC Eligibility Period”** means the time that the TCC eligible family may be eligible to receive TCC benefits. The eligibility period begins on the first day of the month following the Cash Assistance closure date and continues for a period of 24 consecutive months.
- 105. “Unaffordable Child Care Arrangements”** means that it is determined by CCA Central Office that a Jobs referred client cannot find care in their general geographic area within the DES reimbursement rate and there is an additional cost of care above what DES pays (which the client reports as unaffordable). When it is determined by Central Office that care is considered “unaffordable”, the Jobs Program may temporarily defer the client from participating in the Jobs program, until affordable care can be found.
- 106. “Unavailable Child Care Arrangement”** means child care arrangements are considered unavailable when:
- a. No vacancies or slots are available;
 - b. Formal child care arrangements (licensed centers, DHS certified group homes and DES certified homes and in-home providers) are available, but the provider states that a child’s special needs would be an undue burden;
 - c. No relative is available to provide care; and
 - d. Child care is not available within a reasonable amount of time (more than 1 1/2 hours travel time one way), to get children to child care and get to work or, more than 30 minutes each way if the only available mode of transportation is walking.
- 107. “Unrelated Caretaker”** means a caretaker requesting Child Care Assistance, who is of no relation to the child for whom services are being requested. Eligible unrelated caretakers include legal guardians or foster parents.

- 108. “Unsuitable Child Care Arrangements”** means informal child care arrangements which are considered unsuitable when a relative is available to provide care but is unsuitable (e.g. has a history of child neglect or abuse, domestic violence, serious criminal history, drug abuse, an emotional, mental or physical condition that prevents a person from providing safe care to children, or provides unsafe housing conditions). Determination of unsuitability will be based on the client’s statement. The designation does NOT apply to formal care arrangements, but applies to informal care only.
- 109. “Work”** means the performance of duties on a regular basis in exchange for monetary compensation (wages or salary).
- 110. “Work Readiness”** means a series of structured activities aimed at preparing clients for entering the job market (JTPA, AWEE, etc.) through resume writing courses, interview preparation training, job skill training, job search activities, and other employment preparation activities.

IV. Eligibility and Verification Requirements

Individuals must meet the following requirements to be determined eligible for DES Child Care Assistance.

A. Access to Child Care Assistance

1. Application and Interview Process

All applicants for Child Care Assistance (with the exception of Jobs or CPS referred families and employed Cash Assistance participants) shall submit the signed Application for Child Care Assistance (CC-001) form.

a. Application Completion

- i. The applicant must submit an identifiable Application for Child Care Assistance (CC-001) form.
 - a) An identifiable application contains, at minimum, the legible name and address of the applicant, and the applicant's signature;
 - b) The Specialist shall assist the applicant in completing the remainder of the application as necessary.
- ii. The applicant may submit the application in person or through the mail.
- iii. The application shall be date stamped when received by the Department.

b. Request for Child Care Assistance

Cash Assistance participants who request Child Care Assistance for employment activities are not required to complete an application. The Specialist shall:

- i. Verify that the Cash Assistance case is in an open (as denoted by an **OP** or **RV**) status per the AzCCATS *Cash Assistance/Potential TCC Inquiry* (CP40) or AZTECS *Case Profile Page 2* (CAP2) screens;
- ii. Proceed to interview the Cash Assistance participant (refer to **Telephone Interview** below for exceptions to the face to face interview process); and
- iii. Request verification of eligibility factors as outlined below.

c. Application File Date

The application file date is the date the local child care office receives an identifiable application.

d. Purpose of the Interview

The Specialist shall interview the applicant for Child Care Assistance to obtain eligibility information and to provide specific child care information to the applicant. The Specialist shall:

- i.** Assist the client with completion of the application, if necessary;
- ii.** Review and provide additional assistance to ensure client understanding of the information on the (client's) Rights and Responsibilities page of the Application for Child Care Assistance (CC-001);
- iii.** Advise the applicant that payment for all child care used by the applicant prior to DES approval is the responsibility of the applicant. The Specialist shall emphasize that DES cannot:
 - a)** Determine eligibility or authorize payment for Child Care Assistance until eligibility criteria have been verified; and
 - b)** Provide payment until the eligibility determination has been made.
- iv.** Advise the applicant that Child Care Assistance will not be authorized prior to the date the application was received by CCA;
- v.** Assess and determine family child care needs and the individual needs of the children, and determine eligibility for Child Care Assistance;
- vi.** Discuss the importance of stable child care arrangements for the benefit of the family and for employment needs;
- vii.** Provide information to the applicant regarding child care options including non-reimbursable care (e.g. Head Start, Chapter I, etc.);
- viii.** Provide copayment information;

- ix. Emphasize the importance of obtaining the total cost of child care in writing from the provider prior to child registration and provide the Provider/Parent/Guardian's Agreement for Child Care Charges (CC-208) form to the client;
- x. Provide additional assistance, such as referrals for other types of assistance and services that may benefit the family;
- I xi. Discuss Priority Waiting List Procedures; and
- xii. Advise the applicant that current immunization information for all children needing Child Care Assistance must be submitted to the child care provider selected.

e. Interview Process

Upon receipt of an identifiable application, the Specialist shall complete a face to face interview with the applicant. A telephone interview may be conducted in certain situations (refer to ***Telephone Interview*** below).

- i. When the local child care office is contacted by an individual requesting Child Care Assistance, the local child care office representative shall notify the applicant that verification of eligibility factors and the following information should be provided at the time of the interview:
 - a) Current income verification (earned and unearned) for all family members;
 - b) Employment schedule for all adult household members;
 - c) Education/training schedule for all adult household members;
 - d) At least one form of identification for the applicant;
 - e) Social security number for the applicant;
 - f) Any other information pertinent to the determination of eligibility for Child Care Assistance;
 - g) Names and addresses of any providers that the applicant may be considering; and
 - h) Any additional information pertinent to specific child care needs.

- ii. The Child Care Specialist shall schedule and conduct an interview with the applicant within 10 days of the verbal request for Child Care Assistance or receipt of the signed application (CC-001) form. The applicant may attend the interview with a person of their choice (e.g. family member, friend).
 - a) The Specialist shall conduct the face to face interview within 10 days of the verbal request for Child Care Assistance or receipt of the signed application (CC-001) form:
 - 1) For new applicants not previously known to CCA; or
 - 2) For new applicants whose Child Care Assistance cases have been closed for thirty days or more.
 - 3) If the new applicant meets the criteria for a telephone interview as outlined in the section below, the Specialist shall arrange and conduct the interview via telephone.

Note: The Specialist shall make every effort to limit the number of face to face interviews conducted, and shall make every effort to accommodate the needs of clients in accessing services. The goal is to make it as simple as possible for clients to access services without disruption to their work schedules. Therefore, local offices need to complete business transactions with clients over the telephone and through the mail *to the greatest extent possible*, without requiring that clients make unnecessary trips to the local office.

b) Telephone Interview

- 1) The Specialist shall explore the need for telephone interviews in (but is not limited to) the following situations:
 - (a) The applicant's schedule conflicts with the business hours of the local office and participation in a face to face interview could jeopardize the applicant's continued participation in the eligible activity;
 - (b) The applicant lives a significant distance from the local office or has difficulty getting to the interview (e.g. client is bedridden, lack of transportation, client's children are ill and unable to accompany the applicant to the interview); or
 - (c) The applicant is a Cash Assistance participant and is employed.

- 2) The Specialist may conduct a telephone interview when citizenship/legal residency status has already been verified for the applicant as outlined below:
 - (a) The applicant was previously known to CCA, and identity and citizenship status have already been verified (refer to ***Citizenship/Legal Residency Requirements*** in the ***General Eligibility Criteria*** section for verification requirements); or
 - (b) The applicant's social security number has already been verified with a **V** in the ***Social Security Number*** field on the AzCCATS *Client Search and Add* (CP01) screen (see ***Citizenship/Legal Residency Requirements*** section for further direction); or
 - (c) The applicant is a current or former Cash Assistance or Food Stamp participant who is included in the Cash Assistance or Food Stamp household (as indicated by an **IN** participation status per the AzCCATS CP40/CP41 screens (refer to Exhibit E for locations of the AFDC participation status field).
- c) After the Specialist determines a need for a telephone interview and the individual requesting Child Care Assistance meets the requirements as noted above, the Specialist shall:
 - 1) Inform the individual requesting Child Care Assistance that a signed and completed application is necessary before the eligibility determination can be completed (Jobs, AFDC Employed Child Care, and CPS referred families are not required to complete an application for Child Care Assistance);
 - 2) Mail or Fax the applicant the *Application for Child Care Assistance* (CC-001);
 - 3) Contact the client by telephone after receipt of the completed application to arrange an appointment for the telephone interview;
 - 4) Complete the telephone interview following steps as indicated in this section (refer to ***Interview Process*** for more instructions);
 - 5) Request additional verification necessary to complete the eligibility determination (if applicable) by sending the *Initial Information Request* (CC-100);
 - 6) Determine eligibility for Child Care Assistance when verification is received.

- d)** Appropriate documentation and verification of eligibility factors and other information obtained during the interview shall be filed in the case file.
- e)** The Specialist shall complete an eligibility determination and approve or deny the application within 30 days of the application file date or referral receipt date, unless:
 - 1)** The application or referral is withdrawn;
 - 2)** The application or referral is rendered moot because the applicant has died or cannot be located; or
 - 3)** The applicant has failed to provide information required to complete the eligibility determination process as requested by the Specialist.

iii. During the interview:

- a)** The Specialist shall:
 - 1)** Assist the applicant in completing the application form;
 - 2)** Witness the signature of the applicant;
 - 3)** Discuss information pertinent to the applicant's child care needs;
 - 4)** Provide the applicant with written information explaining:
 - (a)** The terms, conditions, and obligations of the Child Care Assistance program;
 - (b)** Any additional verification information that is required to complete the eligibility determination process;
 - (c)** The Department practice of exchanging eligibility and income information among Department programs;
 - (d)** The coverage and scope of the Child Care Assistance program;
 - (e)** The applicant's rights, including the right to appeal a negative action; and
 - (f)** The requirement to report all changes within 2 work days from the date the change becomes known.

- 5) Review the penalties for perjury and fraud, as printed on the application;
 - 6) Explain to the applicant who is included in family size for the purpose of determining income eligibility, and whose availability is considered in determining the amount of Child Care Assistance authorized for each child needing care.
 - 7) Review any verification information already provided;
 - 8) Explain the applicant's duties to:
 - (a) Notify the Specialist regarding initial provider selection or changes in provider in advance of using services or changing providers;
 - (b) Pay DES required copayments to the child care provider as assigned by the Department; and
 - (c) Pay any additional charges to the provider for the cost of care in excess of the amount paid by the Department.
 - 9) Review all ongoing reporting requirements, and explain that the applicant may incur overpayments for failure to report changes timely.
- b) When the Specialist determines that the client is potentially eligible at fee levels:
- 1) **L1-L4** (refer to program specific sections and *Copayment/Fee Level Assignment* for further instruction on determining fee level assignment), the Specialist shall:
 - (a) Inform the client of the possibility of the copayment exceeding the DES payment rate, if their income increases in the future, and their fee level is increased to fee levels L5 or L6;
 - (b) Explain to the client that when the DES required copayment amount for any individual child equals or exceeds the DES payment rate, no payment will be made to the provider for that child.

2) **L5 or L6** (refer to program specific sections and *Copay/Fee Level Assignment* for further instruction on determining fee level assignment):

(a) The Specialist shall explain to the client that:

- (1) The client is responsible to pay the required copayment amounts per child to the provider;
- (2) Each provider sets their own rates, and DES pays the provider up to a maximum amount (after the required daily copayment amount per child has been subtracted);
- (3) Due to the higher copayment amounts assigned for fee levels L5 and L6, there may be instances when the copayment amount is equal to or greater than the DES payment rate. When this occurs, no payment will be made to the provider;
- (4) In order to make an informed choice when selecting a provider, the client will need to ask each provider how much their DES payment rate is for full days and part days;
- (5) If the DES required copayment for full or part days for an individual child is equal to or greater than the DES payment rate for full or part days, no DES payment will be made for that child;
- (6) Payment rates for full day (D) units are higher than for part day (L) units. Therefore, the DES required full day (D) copayment amount for an individual child may be equal to or greater than the payment rate for a full day, while the DES required part day (L) copayment amount for an individual child may be less than the DES payment rate for a part day. In this situation, payment would be made for any part days;
- (7) If there is more than one child needing care, payment may be made for the additional children (since the copayment amounts are lower for the second and third children, and there is no copayment beyond the third child).

- (b) The Specialist shall provide the Child Care Assistance Gross Monthly Income Eligibility Chart and Fee Schedule (CC-229) and review with the client the reverse side entitled “Are You Eligible for Child Care Assistance at Fee Levels L5 or L6?” to explain the above provisions.
- (c) The Specialist shall request that the client report their provider choice when a selection is made, so a determination can be made as to whether the DES required copayment amount exceeds the DES payment rate.
- (d) When the client reports their provider choice (either at the time of the initial interview or within 30 days of the date of application), the Specialist shall refer to ***Eligible/No Pay Status*** in the ***Authorization of Child Care Assistance*** section for instructions on determining whether the copayment exceeds rate situation applies.

f. Withdrawal of an Application

An applicant may withdraw an application at any time prior to authorization of services by providing the Specialist with a written request for withdrawal signed by the applicant.

- i. If an applicant makes an oral request to withdraw an application:
 - a) The Specialist shall:
 - 1) Accept the oral request; and
 - 2) Request that the applicant complete a Withdrawal or Termination Request (CCA-1015A) and return it to the Specialist; and
 - 3) Inform the applicant of the consequences of not submitting a withdrawal request within 10 days.
 - b) If the applicant fails to submit a withdrawal request, the Specialist shall deny the application for failure to provide information unless the applicant rescinds the oral withdrawal request within 10 days of the date of the withdrawal request.
- ii. A withdrawal is effective as of the application file date unless the applicant specifies a different date on the withdrawal request.
- iii. An application that has been withdrawn shall not be reinstated. An applicant who has withdrawn an application shall reapply anew.

2. Referral Process

Jobs participants (includes Jobs Basic, TPEP, JOBSTART and Tribal NEW [Native Employment Works; formerly Tribal Jobs] Participants), CPS families, and CPS/DDD foster families who need Child Care Assistance will be referred to the appropriate child care office for child care needs assessment and service authorization. The *Application for Child Care Assistance* (CC-001) form is not required for Jobs participants, CPS families, or CPS/DDD foster families who are referred to CCA by Jobs, CPS, or DDD.

a. Jobs Referrals

The Child Care Specialist will receive referrals for Jobs participants from the Jobs Program Specialist through the AzCCATS Jobs module. The Child Care Specialist shall not authorize Jobs Child Care unless a referral has been received.

- i.** Incoming Jobs Referrals shall be assigned to Child Care Specialists for processing on a daily basis as they are received through the *Jobs Referral Assignment* (ASJB1) screen in the AzCCATS Jobs module.
- ii.** The assignment of Jobs referrals to Child Care Specialists may be completed by the supervisor or their designee, or may be completed by the Child Care Specialists themselves. The Specialist shall consult with their immediate supervisor to determine what the local office procedure is regarding daily assignment of Jobs referrals (for further information regarding the processing of Jobs referrals, refer to ***Jobs Child Care*** in the ***Cash Assistance Child Care Eligibility Determination*** section).
- iii.** The Specialist shall retrieve Jobs referrals assigned to them for action on a daily basis by accessing the *Jobs Referral Display* (ASJB2) screen in the AzCCATS Jobs module.

b. Tribal NEW (Native Employment Works; formerly Tribal Jobs) Referrals

Tribal NEW (Native Employment Works; formerly Tribal Jobs) participants may be referred for Child Care Assistance via the *Information Exchange* (TX-438-T) form.

c. CPS/DDD Referrals

i. CPS Families

- a) CPS families will be referred for Child Care Assistance through the CPS Child Care Referral (CC-224) form by the CPS Case Manager;
- b) The Specialist shall not authorize child care for CPS families unless a referral has been received (or unless there is an urgent request for assistance from CPS; see ***Urgent Request for Assistance*** below).

ii. DDD Families

DDD Foster families will be referred for Child Care Assistance by the DDD Case Manager. CCA may receive the referral from the DDD Case Manager via SYSM, or through written correspondence.

iii. Urgent Request for Assistance

In situations where an urgent need for Child Care Assistance exists for CPS families and the appropriate referral process cannot be utilized in time, the Child Care Specialist:

- a) May authorize Child Care Assistance after receiving verbal authorization from a CPS Case Manager;
- b) Shall follow up and ensure that a completed CPS Child Care Referral (CC-224) form has been sent by the CPS Case Manager to the Child Care Specialist within two working days of the telephone request;
- c) Shall document the case file accordingly.

3. Provider Selection and Arrangements

a. Provider Options

The Specialist shall provide information to the client to enable an informed choice of child care arrangements. The following child care options shall be discussed and documented in the case file:

- i. Licensed centers (usually care for 15 or more children ***for compensation***);

- ii. Certified Family Child Care Homes (may care for up to 4 children *for compensation*);
- iii. Certified In Home Care Providers (may care for the entire sibling group *for compensation* with no limit on the number of children, as long as the children are members of the same sibling group).
- iv. Certified Group Homes (may care for 5-10 children *for compensation* [one caregiver for every five children in care]).
- v. Relative Providers (arranged by the family; this option is limited as indicated below in ***Relative Provider Limitations***; may care for up to 4 children when the children are cared for in the provider's home, or the entire sibling group when the provider cares for the children in the children's home) include the following:
 - a) A relative child care provider can be the aunt or uncle or great-aunt or great-uncle (*birth, step, or adoptive*), grandparent or great-grandparent (*birth, step, or adoptive*), or adult sibling (*birth, step, or adoptive*) of the child needing care (as long as the relative is not required to be included in the family size determination for Child Care Assistance).
 - b) A relative child care provider cannot be a cousin, niece, nephew, friend or a parent of the child needing care.
- vi. Non-reimbursable care (i.e. Head Start, Chapter I).

b. Relative Provider Limitations

The Child Care Specialist ***shall not authorize*** Child Care Assistance with a relative provider when:

- i. Child Care Assistance is requested for a CPS referred family, or a CPS or DDD foster family;
- ii. Child Care Assistance is requested by a Cash Assistance participant and the relative is included in the Cash Assistance grant;
- iii. The relative is included in the child care family size, or is the applicant for Child Care Assistance; or
- iv. The relative is the natural, step, or adoptive parent of the child needing care.

c. Case File Documentation

The Case Action Summary (CC-047) will be maintained to document client/provider contacts and will include:

- i. Name(s) and identifying addresses of all provider referrals given;
- ii. Provider(s) chosen;
- iii. Reasons providers were not chosen;
- iv. Child Care Specialist's inability to provide referrals appropriate to the family (or child's) needs; and
- v. Client's refusal of available child care providers.

d. Provider Registration Agreements

Providers must have registration agreements with the Department before Child Care Assistance may be authorized.

- i. The registration agreement must be finalized prior to entering a provider into AzCCATS.
- ii. The Child Care Specialist shall refer potential relative providers to the appropriate individual for registration per local district policy (Specialists should check with their direct supervisors to determine how this process is handled in their local office or district).

e. Responsibility for Payment of Child Care Services

The Child Care Specialist shall inform the applicant that DES cannot determine eligibility or authorize Child Care Assistance until eligibility criteria have been verified. The applicant must be advised that payment for child care services arranged by the applicant prior to DES approval is the responsibility of the applicant and provider. DES cannot guarantee payment until the eligibility determination has been made.

- i. The Specialist shall also inform the client that the client shall be responsible to pay any charges incurred above and beyond what DES pays.

- ii. CCA is not responsible for the collection of monies owed to the provider by the client; however, the client may lose Child Care Assistance if they fail to pay DES required copayments to the provider.
- iii. CCA shall not release confidential information (e.g. address, telephone number) after the client has discontinued using a provider unless prior written permission has been obtained by the provider from the client.

4. Request for Verification of Eligibility Information and Provider Selection Notification

The Specialist shall request in writing any additional verification needed to conclude the eligibility determination following the face to face or telephone interview.

- a. The Specialist shall indicate the specific items needed to conclude the eligibility determination, and shall allow at least 10 days on the written request for the client to return the information (Jobs participants may require shorter timeframes; see ***Jobs Child Care*** in the ***Cash Assistance Eligibility Determination*** section).
- b. The Specialist shall deny the application or request for Child Care Assistance if the applicant does not submit the requested information to CCA within 30 days from the date of the application or request for assistance, or by the 10 day information request deadline as indicated on the written notice, whichever is the later date.

B. Automated Application/Referral Tracking Procedures

1. Definition and Purpose

- a.** The AzCCATS system tracks applications, referrals, and requests for Child Care Assistance. This process was developed to:
 - i.** Automate the tracking of initial and redetermination applications;
 - ii.** Track the receipt and disposition of applications, requests, and referrals for Child Care Assistance, and maintain a history of the actions taken and effective dates;
 - iii.** Eliminate the need for manual tracking of applications, referrals, and requests for assistance;
 - iv.** Automate the tracking of the status of applications, requests, and referrals regarding the type of action taken (i.e. completion, pend, denial) and the effective date. AzCCATS will maintain a history of actions taken and effective dates;
 - v.** Allow the Specialist to create customized automated *Information Requests* and *Denial Notices* to applicants based on their ***Reason for Care*** and their specific information needed to complete the eligibility determination process; and
 - vi.** Allow the generation of reports to track the status of applications, referrals and requests for Child Care Assistance.
- b.** The AzCCATS AP10 screen can be accessed and updated only after the applicant has been designated as a primary in AzCCATS (refer to ***AzCCATS Name Search/Primary Designation*** for further instruction on designating the primary).

2. AzCCATS Name Search/Primary Designation

The Specialist (or office support person) shall conduct a name search and designate the primary person for each case in AzCCATS before entering the application, referral, or request into AzCCATS as described below.

a. Name Search

The Specialist (or office support person) shall conduct a name search for the applicant on the AzCCATS *Client Search and Add* (CP01A) screen to determine if the applicant is known to any Department programs.

b. Primary Designation

The Specialist (or office support person) must designate the applicant as a “Primary” prior to accessing the AzCCATS *Primary Address and Request/Application Processing* (AP10) screen.

The Specialist (or office support person) shall designate the applicant as a primary as described below.

i. When the applicant is known to AZTECS

If the applicant is known to AZTECS per the AzCCATS CP01A screen as indicated by a **Y** in the **AZTECS** field, the Specialist (or office support person) shall inquire in the AzCCATS *AZTECS Cash Assistance/Potential TCC Inquiry* (CP40) and AzCCATS *AZTECS Food Stamp Inquiry* (CP41) screens to determine on which (the CP40 or CP41) screen to designate the primary. The Specialist shall designate the primary on the AzCCATS:

- a)** CP40 screen if the applicant is currently receiving or has previously received Cash Assistance. The Specialist shall print the CP40 screen for the case file; or
- b)** CP41 screen if the applicant is currently receiving or has previously received Food Stamps. The Specialist shall screen print the CP41 screen for the case file.

ii. When the applicant is known to another system

If the applicant is not known to AZTECS but has an ID assigned by another system (e.g. Division of Child Support Enforcement [ATLAS] or Unemployment Insurance [GUIDE]) the Specialist (or office support person) shall designate the primary on the AzCCATS CP01A screen and shall screen print the CP01A for the case file (refer to Exhibit N for display of a sample AzCCATS CP01A screen).

iii. When the applicant does not display on the AzCCATS CP01 screen

If the applicant is not known to any Department program per the AzCCATS CP01A screen, the Specialist (or office support person) shall:

- a)** Assign the client ID and designate the primary on the AzCCATS *Client ID Number Request* (CP02) screen; and

2. AzCCATS CP40 SCREEN:

Designate the Primary as a "P" in the "New Clt Type" field if the Primary is a current or former Cash Assistance participant.

TERM: XU33 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM * DATE: 06/04/97

V6L CP40 AZTECS CASH ASSISTANCE / POTENTIAL TCC INQUIRY TIME: 14:55:18

CLIENT-ID 0003915496 CASE NUMBER 00005542 REF TRB DIVERSION
AF STATUS CL AF ST DT 06/20/1996 AF END DT 07/31/1996 CLOSE RSN VW

ASGR N POTENTIAL TCC Y TCC ST DT 08/01/1996 TCC END DT 07/31/1998

NEW CLT	CLT	AF
TYPE	NAME	SSN
P	DOLBY PAT	622500960
-	DOLBY KIT	543918416
-		
-		
-		

END OF PRIMARY PROFILE GROUP

Enter-PF13-- -PF14-- -PF15-- PF16-- -PF17-- -PF18-- PF19-- -PF20-- PF21-- PF22-- PF23-- PF24---
CP04 AP10 CP06 CP13 CP41 PFKEY CP01

3. AzCCATS CP41 SCREEN:

Designate the Primary as a "P" in the "New Client" field if the client is a current or former Food Stamp participant

TERM: XU15 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 06/09/97

V6L CP41 AZTECS FOOD STAMP INQUIRY TIME: 10:30:33

CLIENT-ID 0003915496 CASE NUMBER 00005542
FS STATUS CL FS ST DT 06/20/1996 FS END DT 07/31/1996

NEW CLT	CLT	FS
TYPE	NAME	SSN
P	DOLBY PAT	622500960
-	DOLBY KIT	543918416
-		
-		
-		

END OF PRIMARY PROFILE GROUP

Enter-PF13-- -PF14-- -PF15-- -PF16-- PF17 --PF18-- -PF19-- -PF20 --PF21-- -PF22-- PF23 -- PF24---
AP10 CP06 CP40 PFKEY CP01

4. AzCCATS CP01A SCREEN:

Enter a "P" in the "New Clt Type" field when the Primary is already known to another DES system.

ENTER NAME OR SSN OR CLIENT-ID FOR SEARCH

TERM: XU15 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 09/04/97

V6L CP01 CLIENT SEARCH AND ADD TIME: 13:11:31

SEARCH FOR SSN ----- LAST NAME jones----- FIRST aaron-----

NEW CLT NAME	CLT TYPE	D-O-B	S	SOCIAL SECURITY NUMBER	A	F	H	C	D
P	JONES AARON	01/01/1901	M	893675884	Z	J	I	D	I
-					T	O	C	I	C
-					E	B	C	C	Y
-					C	S	A	C	F
-									

END OF PRIMARY PROFILE GROUP

Enter-PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24---
CP02 CP06 CP10 CP04 CP13 CP41 CP40 PFKEY FLAGS

5. AzCCATS CP02 SCREEN

Complete all required fields →

Enter client type as a "P" in the "Client Type" field →

TERM: XU32	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/17/97
V6L CP02	CLIENT ID NUMBER REQUEST	TIME: 16:10:42
LAST NAME.....	Brown--	
FIRST NAME.....	Jack-	
MIDDLE INITIAL.....	-	
SEX.....	M	
BIRTH DATE.....	04141972-	
SOCIAL SECURITY NUMBER.....	004014444	
CLIENT TYPE.....	P	

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
CP06 PFKEY CP01

3. Completion of the AzCCATS *Primary Address and Request/Application Processing (AP10)* Screen

a. Client Demographic Information

The Specialist (or office support person) shall update the AzCCATS AP10 screen with client demographic information as outlined in this section (refer to Exhibit O.1 for display of a sample AzCCATS AP10 screen).

- i. Applicants known to AZTECS who are designated by the Specialist (or office support person) on the AzCCATS CP40 screen or the AzCCATS CP41 screen will automatically have the applicant's demographic information transferred from AZTECS for display on the AzCCATS AP10 screen.
- ii. The Specialist (or office support person) shall update the applicant's mailing and residential address as needed to reflect the address on the most current application received by CCA.
- iii. Applicants not known to AZTECS who were designated on the AzCCATS CP01 or CP02 screens will not have demographic information displayed on the AzCCATS AP10 screen. The Specialist (or office support person) shall enter all demographic information prior to completing the AzCCATS AP10 screen.
- iv. The Specialist shall ensure that the *MZIP* process is completed for each applicant.

EXHIBIT O.1: **AzCCATS AP10 SCREEN**

AzCCATS AP10 SCREEN:

```

ENTER CLIENT ID

TERM: XU14      ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/98
V6L AP10      PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING    TIME: 12:17:14

PRIMARY ID ----- NAME -----
SSN      DOB      SEX -
AFDC: PGM STAT      CASE NO ----- PART --

MAIL ADDRESS ----- RESIDENCE -----
EXTRA ----- EXTRA -----
CITY ----- ST -- CITY ----- ST --
ZIP ----- COUNTRY --- ZIP ----- COUNTRY ---
PHONE: HOME( --- ) ----- WORK( --- ) ----- MESSAGE( --- ) -----
RES COUNTY -- LOCATION -----

REQUEST/APPLICATION RECEIVED DATE -----
D-O --- CASE MGR ASSIGNED -----
TYPE --- REASON FOR CARE ---
ACTION --- LAST ACTION TAKEN ---

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24---
      ADDR      CP06 AP15 AP17D      CP21      PFKEY CP01
  
```

Client Demographic Information is entered here

Application Tracking Portion

- b. The *application tracking portion* of the AP10 screen (for programs which require an application/request for Child Care Assistance) shall be completed no later than close of business on the working day immediately following CCA receipt of application for Child Care Assistance (refer to Exhibit O.1 above for display of a sample AzCCATS AP10 screen).

i. ***Request/Application Received Date*** field

The ***Request/Application Received Date*** field on the AzCCATS AP10 screen is a required field, which means the Specialist (or office support person) must enter information in the field to continue processing the screen.

a) **Date of Application When an Application is Required**

The Specialist (or office support person) shall type in the date the application is date stamped as received by a local Child Care office.

b) Date of Child Care Request For AFDC Employed Clients

- 1) Although the standard method of accessing Child Care Assistance is via the application process, applications are not required for AFDC Employed Child Care.
 - 2) When a Cash Assistance participant who needs child care for employment requests Child Care Assistance without an application, the Specialist (or office support staff person) shall type in the date of the initial client contact in the ***Request/Application Received Date*** field on the AzCCATS AP10 screen.
 - 3) When a Cash Assistance participant needs child care for employment and submits an application for child care, the Specialist (or office support person) shall type the date the application was date stamped as received by the child care office as the ***Request/Application Received Date***.
- c) For processing instructions for Jobs referrals refer to ***Completion of the Application Tracking Portion on the AP10 screen for Jobs Referrals*** later in this section.
- d) For processing instructions for CPS referrals refer to ***Completion of the Application Tracking Portion on the AP10 screen for CPS Referrals*** later in this section.

ii. ***District Office*** Field

- a) The ***District Office (D-O)*** field on the AzCCATS AP10 screen is a required field, which means the Specialist (or office support person) must enter information in the field to continue processing the screen.
- b) The Specialist (or office support person) shall type in the appropriate district office code in the ***District Office (D-O)*** field on the AzCCATS AP10 screen to indicate the Child Care office which received the application/request.
- c) The Specialist (or office support person) can place an asterisk (*) in the ***District Office*** field and press enter to view a window which displays the District Office codes which can be entered into this field.
 - 1) To scroll through the window, press enter;

- 2) To select a code, either place the cursor directly in front of the selected District Office code and press enter or type the selected District Office code at the bottom of the pop-up window and press enter.

iii. *Case Manager Assigned* Field

- a) The *Case Manager Assigned* field on the AzCCATS AP10 screen shall be completed in the same manner for applicants who are eligible for programs which require an application or for programs which do not require an application.
- b) The *Case Manager Assigned* field on the AzCCATS AP10 screen is not a required field, which means that information is not required to be entered in order to continue processing the AzCCATS AP10 screen. This field may be left blank until a case manager is assigned.
- c) The Specialist (or office support person) shall type the case manager ID number of the Child Care Specialist who will be determining the applicant's eligibility in the *Case Manager Assigned* field on the AzCCATS AP10 screen.
- d) The Specialist (or office support person) can place an asterisk (*) in this field and press enter to view a window which displays the case manager numbers that can be entered into this field.
 - 1) The case manager numbers in the window are arranged in numerical order;
 - 2) Press enter to scroll through the window;
 - 3) To select a number from the window, either place the cursor directly in front of the selected *Case Manager* number and press enter or type the selected *Case Manager* number at the bottom of the pop-up window and press enter.

EXHIBIT O.2: REQUIRED FIELDS ON THE AzCCATS AP10 SCREEN

AzCCATS AP10 SCREEN:

UPDATE CLIENT INFORMATION

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/98
VGL AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
SSN 999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA ----- EXTRA -----
CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
PHONE: HOME(---) ----- WORK(---) ----- MESSAGE(---) -----
RES COUNTY MA LOCATION -----

Required Fields → REQUEST/APPLICATION RECEIVED DATE 06151999
D-O FIA CASE MGR ASSIGNED 00000
TYPE REV REASON FOR CARE WKS
ACTION -- LAST ACTION TAKEN COM--

Fields that are not required ←

Enter: PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
ADDR CP06 AP15 AP17D CP21 PFKEY CP01

iv. Identifying the Type of Request for Assistance

The Specialist (or office support person) shall identify the *Type* of request for assistance prior to entering the application/request into the AzCCATS AP10 screen as described below. The Specialist (or office support person) shall:

a) Determine whether the request for Child Care Assistance is:

- 1) An initial application or request; or
- 2) A review.

NOTE: Applications which are received not as part of a regularly scheduled review, but as the result of a program eligibility change (e.g. the client is changing from a program which does not require an application to a program which does require an application) shall not be entered on the AzCCATS AP10 screen.

- b) The Specialist (or office support person) shall enter one of the following codes on the AzCCATS AP10 screen to identify the type of request.

1) Initial Application/Request Type (**INT**)

The Specialist (or office support person) shall designate an application (or request from an employed Cash Assistance participant) as an initial application or request (**INT**) when:

- (a) The applicant has never received Child Care Assistance;
- (b) The applicant's prior child care case was closed due to failure to meet eligibility requirements. (e.g. excessive income or no eligible activity); or
- (c) The applicant is reapplying after the review date has expired.

2) Review Type (**REV**)

The Specialist (or office support person) shall designate an application as a review application (**REV**) when an ongoing client submits an application that is date stamped as received on or before the review date during the review process.

NOTE: If the office support person is completing the AP10 screen and is unsure of the Type of request, the office support person shall leave this field blank, and the Specialist shall enter the appropriate code at a later date.

- c) The Specialist (or office support person) can enter an asterisk (*) in the **Type** field and press enter for a display of the codes which can be entered in this field.

EXHIBIT P: AzCCATS AP10 SCREEN AND THE “APPLICATION TYPE TABLE”

AzCCATS AP10 SCREEN:

Place an asterisk in the
Type field for acceptable
Type codes

```

UPDATE CLIENT INFORMATION

TERM: XU14          ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/98
V6L AP10          PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING  TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
SSN 9999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA----- EXTRA-----
CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
PHONE: HOME( 602 ) 5424248 WORK( --- ) ----- MESSAGE( --- ) -----
RES COUNTY MA LOCATION -----

REQUEST/APPLICATION RECEIVED DATE 06151999
D-O F1A CASE MGR ASSIGNED 00000

TYPE * REASON FOR CARE WKS
ACTION --- LAST ACTION TAKEN COM---

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24---
      ADDR CP06 AP15 AP17D CP21 PFKEY CP01
  
```

AzCCATS AP10 SCREEN:

Upon pressing enter,
the codes for the Type field
will display

```

UPDATE CLIENT INFORMATION

TERM: XU14          ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/98
V6L AP10          PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING  TIME: 12:17:14

PRIM
SSN
AFDC
MAIL
PHONE
RES
REQU
D-O F1A
TYPE *
ACTION ---

VALID CODES      CODE NAME
AAAA  APPLICATION TYPE TABLE
INT   INITIAL
REF   REFERRAL
REV   REVIEW APPLICATION

ENTER CODE : *- OR PLACE CURSOR AT CODE

JEFFERSON-----
X----- ST AZ
--- COUNTRY ---
AGE( --- ) -----

D-O F1A CASE MGR ASSIGNED 00000
TYPE * REASON FOR CARE WKS
ACTION --- LAST ACTION TAKEN COM---

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24---
      ADDR CP06 AP15 AP17D CP21 PFKEY CP01
  
```

v. *Reason for Care* Field

- a) The Specialist shall complete the *Reason for Care* field on the AzCCATS AP10 screen as determined by the applicant's specific activity/need for Child Care Assistance; this field is to be completed by the Specialist only, and **NOT** by the office support person.
- b) The client's activity/need for Child Care Assistance is categorized as follows (refer to CCA Policy for additional information regarding eligible activities/needs for assistance):

1) Employment (**EMP**)

- (a) The Specialist shall designate the AzCCATS *Reason for Care* field as **EMP** (employment) when requests for Child Care Assistance are for employment reasons;
- (b) The **EMP** code shall also be used when a new applicant requests Child Care Assistance for job search activities or when during a review an ongoing client requests Child Care Assistance for job search activities and is not eligible for an employment gap and the application/request shall be denied (refer to *Reasons for Denial* in the *Child Care Assistance Denial* section of this manual for more instruction on the denial process).

2) Work/School (**WKS**)

- (a) The Specialist shall designate the AzCCATS *Reason for Care* field as **WKS** (work and school) when requests for Child Care Assistance are for employment *and* supplemental educational activities.
- (b) The **WKS** code shall also be used for persons submitting applications (as new applicants or review applications) to request Child Care Assistance for education/training activities when the applicant does not meet the eligibility criteria for supplemental education/training and the application is denied.

3) Teen Parent (TNP)

- (a) The Specialist shall designate the AzCCATS *Reason for Care* field as **TNP** (Teen Parent) when the request for Child Care Assistance is for a teen parent (under age 20) who is in high school, G.E.D. or E.S.O.L. classes or remedial educational activities for the attainment of a high school diploma;
- (b) If the teen parent is **NOT** attending any of the types of educational activities as described in this section, and is attending a vocational/trade school or college, the **WKS** code will be used as described above.

4) Unable/Unavailable (UNU)

The Specialist shall designate the AzCCATS *Reason for Care* field as **UNU** (unable/unavailable) when requests for Child Care Assistance are for:

- (a) Medical reasons;
 - (b) Participation in an alcohol or drug treatment/rehabilitation program;
 - (c) A court-ordered community service program; or
 - (d) The applicant is a resident of a homeless or domestic violence shelter.
- c) The Specialist can place an asterisk (*) in the *Reason for Care* field and press enter to display the codes which can be entered in the *Reason for Care* field.
- 1) To scroll through the window press enter;
 - 2) Place the cursor directly in front of the selected *Reason for Care* and press enter or key in the selected *Reason for Care* code at the bottom of the pop-up window and press enter to make a selection.

TABLE 19:
REASON FOR CARE CODE TABLE:

Reason for Care Code	Reason for Care Description
EMP	Employment
WKS	Work/School
TNP	Teen Parent
UNU	Unable/Unavailable
JBS	Jobs- Use when the requestor <i>has</i> reported a provider choice
JPR	Jobs- Use when the requestor <i>has not</i> reported a provider choice or when the CCA Specialist receives an <i>Expedited (X)</i> Jobs referral
CPS	When the requestor is a CPS referred family

vi. Action Field

The Specialist shall enter information in the **Action** field on the AzCCATS AP10 screen to indicate the action taken on applications and requests for Child Care Assistance.

- a) The Specialist can place an asterisk (*) in the **Action** field and press enter to display the codes which can be entered in the **Action** field.
 - 1) To scroll through the window press enter;
 - 2) Place the cursor directly in front of the selected **Action** and press enter or key in the selected **Action** code at the bottom of the pop-up window and press enter to make a selection.

- b) The Specialist shall determine and enter one of the following to indicate the action taken on the application/request for Child Care Assistance:

1) Complete (**COM**)

An application/request for Child Care Assistance shall be considered **Complete** when:

- (a) An initial applicant or ongoing client has provided all required verification; and
- (b) The applicant has selected a child care provider.

2) Opened in Error (**OER**)

Application/requests for Child Care Assistance shall be considered **Opened In Error** when an error was made entering application/request information on the lower portion of the AzCCATS AP10 screen.

- (a) To correct any errors that may have been made when processing the *Request/Application* portion of the AP10 screen, the Specialist (or office support staff) shall:
 - (1) Place the cursor in the **Action** field;
 - (2) Type **OER**;
 - (3) Press enter;
 - (4) Complete the **OER Will Close This Application Process** window by typing a **Y** in the **Enter a Y or N** field and press enter.
- (b) The **Opened in Error (OER)** code will delete information related to the last application or review that was entered in the **Request/Application Received Date** field on the AzCCATS AP10 screen.
- (c) Once the incorrect information has been deleted, the Specialist shall enter the correct information on the AzCCATS AP10 screen (if necessary) to complete the application tracking process.

- (d) The *Request/Application History* (AP17D) screen will not display any history of actions taken for applications/requests once the ***Open in Error Action (OER)*** has been completed.
- (e) When the “**OER**” is used to correct a processing error and a notice was created on the same day (as part of the process done in error), the Specialist must delete the notice from the Case Note Book to prevent the notice from being sent (refer to the ***Notice Deletion*** later in this section for further direction).
- (f) When a notice has been mailed and cannot be deleted (as part of the process done in error) the Specialist shall not use the “**OER**” code and shall re-enter the ***Request/Application Received Date*** with the correct information and shall generate a new notice to the client explaining the error made and advising the client to disregard the previous notice sent.

EXHIBIT Q: OPEN IN ERROR PROCESS ON THE AzCCATS AP10 SCREEN

AzCCATS AP10 SCREEN:

*To OER the last entry
on the AP10, key in
OER and press enter.*

UPDATE CLIENT INFORMATION			
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/11/98	
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14	
PRIMARY ID 1111111111 NAME SAMMY STONE----- SSN 9999999999 DOB 01011945 SEX M AFDC: PGM STAT CASE NO ----- PART --			
MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON----- EXTRA ----- EXTRA ----- CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY --- PHONE: HOME(602) 5424248 WORK(---)----- MESSAGE(---)----- RES COUNTY MA LOCATION -----			
REQUEST/APPLICATION RECEIVED DATE 06151999 D-O F1A CASE MGR ASSIGNED 00000 TYPE * REASON FOR CARE WKS			
<div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">ACTION OER</div> LAST ACTION TAKEN COM			
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24-- ADDR CP06 AP15 AP17D CP21 PFKEY CP01			

When an action is “opened in error”, the following window will appear:

AzCCATS AP10 SCREEN:

UPDATE CLIENT INFORMATION

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/98
V6L AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 111111111 NAME SAMMY STONE-----
SSN 999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA ----- EXTRA -----
CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) -----
RES COUNTY MA LOCATION -----

REQUEST/APPLICATION RECEIVED DATE 06151999
D-O F1A CASE MGR ASSIGNED 00000
TYPE REV REASON FOR CARE WKS
ACTION OER LAST ACTION TAKEN COM

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19--
ADDR CP06 AP15 AP17D

OER WILL CLOSE THIS
APPLICATION PROCESS
ARE YOU SURE ?
ENTER Y OR N Y
CP21 PFKEY CP01

Type "Y" and press
enter

When "Y" is entered into the window, all information that was previously entered onto the application tracking portion of the AP10 will be removed:

AzCCATS AP10 SCREEN:

Information previously entered
on this portion of the AP10
will be removed

CLIENT INFORMATION UPDATED

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/98
V6L AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 111111111 NAME SAMMY STONE-----
SSN 999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA ----- EXTRA -----
CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) -----
RES COUNTY MA LOCATION -----

REQUEST/APPLICATION RECEIVED DATE -----
D-O --- CASE MGR ASSIGNED ----
TYPE --- REASON FOR CARE ---
ACTION --- LAST ACTION TAKEN ---

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
ADDR CP06 AP15 AP17D CP21 PFKEY CP01

3) Pending (PEN);

Applications, requests, or referrals for Child Care Assistance shall be considered *pending* when:

- (a) Additional verification is required to determine eligibility for Child Care Assistance; or
- (b) The applicant has not made a provider selection; or
- (c) The applicant has requested a Non Certified Relative Provider (NCRP) and is pending completion of the NCRP process.
- (d) The Specialist shall update the *Action* field no later than the 30th day from the date of application to indicate the outcome of the application/request when eligibility has been determined and the case is no longer in a pending status (the client has provided all requested information). The Specialist shall type in the appropriate action code to denote the action (**COM**, **OER**, or **DEN**) being taken, as described in this section.

4) Denial (DEN).

Applications/requests for Child Care Assistance shall be considered *denied* when:

- (a) The applicant submits an initial application or request and the applicant does not meet programmatic or income eligibility criteria for Child Care Assistance; or
- (b) The applicant submits an initial application/request but fails to submit required information and/or verification as requested.

I

TABLE 20:
ACTION CODE TABLE

Action Code	Action Description
COM	Complete
OER	Opened in Error
PEN	Pending
DEN	Denial

EXHIBIT O.3: **CODES USED ON THE AzCCATS AP10 SCREEN**

AzCCATS AP10 SCREEN:

CLIENT INFORMATION UPDATED

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/98
V6L AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
SSN 9999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA ----- EXTRA -----
CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) -----
RES COUNTY MA LOCATION -----

REQUEST /APPLICATION RECEIVED DATE -----

D-O --- CASE MGR ASSIGNED ----
TYPE --- REASON FOR CARE ---
ACTION --- LAST ACTION TAKEN

Enter PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
ADDR CP06 AP15 AP17D CP21 PFKEY CP01

The request/application received date is the date the application/request was received by the local office.

Type codes include the following:

*INT → Initial
REV → Review
REF → Referral*

Action codes include the following:

*COM → Completed
DEN → Denied
OER → Opened in Error
PEN → Pending Request/Application*

Reason for care codes include the following:

*CPS → Child Protective Services
EMP → Employment
TNP → Teen Parents
UNU → Unable/Available
WKS → Work and School
JBS → Jobs
JPR → Jobs Provider*

c. **Completion of the *Application Tracking Portion on the AP10 Screen for Jobs Referrals***

The Specialist shall enter *expedited* (X), *new* (N) or *resume* (R) referrals *only* in the *application tracking* portion of the AzCCATS AP10 screen.

Subsequent Jobs referrals received after Jobs Child Care Assistance has been authorized shall be processed as appropriate, but shall not be entered on the *application tracking* portion of the AzCCATS AP10 screen.

When a Jobs referral has an “N” (for “NEW”), an “X” (for “Expedited”), or “R” (for “RESUME”) displayed on the *Action* field in the AzCCATS *Jobs Referral Response Update* (ASJOB) screen and the applicant has contacted the Child Care office to begin the process of arranging child care services the Specialist shall complete the *application tracking* portion of the AP10 as follows:

NOTE: When an “X” (Expedited) Jobs referral has been received, the Specialist shall begin processing the referral as outlined below **WITHOUT WAITING** for the client to initiate contact.

i. ***Request/Application Received* Field**

- a) The *To Child Care Date* (as indicated on the AzCCATS *Jobs Referral Response Update* [ASJOB] screen) will be entered in the *Request/Application Received Date* field on the AzCCATS AP10 screen by the Specialist (or office support person) for clients who are referred by the Jobs Program;
- b) When a Jobs referral is received untimely (the *Jobs Activity Begin Date* precedes the *To Child Care Date* on the Jobs referral **and** the client has already begun using services) and the family is otherwise eligible for assistance, the Specialist shall:
 - 1) Type the *To Child Care Date* (as displayed on the ASJOB screen) in the *Request/Application Received Date* field on the AzCCATS AP10 screen;
 - 2) Obtain supervisory approval to authorize Jobs Child Care back to the *Activity Begin Date* and document the file accordingly.

NOTE: The CCA Supervisor shall contact the JOBS Supervisor to resolve any continued problems with late referrals; if the trend continues, the Child Care Specialist or Supervisor shall contact the CCA Policy Helpdesk for assistance.

ii. *District Office* Field

The *District Office* (D-O) field on the AzCCATS AP10 screen is a required field, which means the Specialist (or office support person) must enter information in the field to continue processing the screen.

- a) The Specialist (or office support person) shall type in the appropriate district office code in the *District Office* (D-O) field on the AzCCATS AP10 screen to indicate the Child Care office which received the referral.
- b) The Specialist (or office support person) can place an asterisk (*) in the *District Office* field and press enter to display the *District Office* codes which can be entered into this field.
 - 1) To scroll through the window press enter;
 - 2) To select a code from the window either place the cursor directly in front of the selected *District Office* code and press enter, or type the selected *District Office* code at the bottom of the pop-up window and press enter.

iii. *Case Manager Assigned* Field

The *Case Manager Assigned* field on the AzCCATS AP10 screen is not required, this means it does not require information to be entered in order to continue processing the AzCCATS AP10 screen. This field may be left blank until a case manager is assigned.

- a) The Specialist (or office support person) shall type the case manager ID number of the Child Care Specialist who will be determining the applicant's eligibility in the *Case Manager Assigned* field on the AzCCATS AP10 screen.
- b) The Specialist (or office support person) can place an asterisk (*) in this field and press enter to display a list of the case manager numbers which can be entered into this field.
 - 1) The case manager numbers are arranged in this window from lowest number to highest number.
 - 2) Press enter to scroll through the window.
 - 3) To select a number from the window either place the cursor directly in front of the selected *Case Manager* number and press enter or type the

selected *Case Manager* number at the bottom of the pop-up window and press enter.

EXHIBIT O.4: **REQUEST/APPLICATION RECEIVED DATE ON THE AzCCATS AP10 FOR JOBS REFERRALS**

AzCCATS AP10 SCREEN:

The request/application received date for Jobs activities is the "To CC Date" on the Jobs referral

CLIENT INFORMATION UPDATED			
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM		DATE: 12/11/99
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING		TIME: 12:17:14
PRIMARY ID 1111111111 NAME SAMMY STONE-----			
SSN 999999999	DOB 01011945	SEX M	
AFDC: PGM STAT	CASE NO -----	PART --	
MAIL ADDRESS 1789 W JEFFERSON-----		RESIDENCE 1789 W JEFFERSON-----	
EXTRA -----		EXTRA -----	
CITY PHOENIX----- ST AZ		CITY PHOENIX----- ST AZ	
ZIP 85007 2365 COUNTRY ---		ZIP 85007 2365 COUNTRY ---	
PHONE: HOME(602) 5424248 WORK(---) -----		MESSAGE(---) -----	
RES COUNTY MA LOCATION -----			
REQUEST/APPLICATION RECEIVED DATE 06151999			
D-O F1A	CASE MGR ASSIGNED 00000		
TYPE REF	REASON FOR CARE JBS		
ACTION ---	LAST ACTION TAKEN COM		
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24---			
ADDR		CP06 AP15 AP17D	CP21 PFKEY CP01

iv. Type Field

- a) The Specialist (or office support person) shall enter **REF** (for referral) in the *Type* field on the AzCCATS AP10 screen for “Expedited”, “New” and “Resume” Jobs Referrals received.
- b) If an office support person is completing the AP10 screen and is unsure of the type of request, the office support person shall leave this field blank, and the Specialist shall enter the appropriate code at a later date.
- c) The Specialist (or office support person) can place an asterisk (*) in the *Type* field and press enter to display the codes which can be entered in this field.

v. ***Reason for Care*** Field

- a) The Specialist shall complete the ***Reason for Care*** field on the AzCCATS AP10 screen as determined by the applicant's specific activity or need for Child Care Assistance; this field is to be completed by the Specialist only, and **NOT** by the office support person.
- b) The following ***Reason for Care*** codes shall be used when processing a Jobs referral:

1) **JBS** (Jobs referrals)

- (a) The Specialist shall designate the AzCCATS ***Reason for Care*** field as JBS (for Jobs referral) when requests for Child Care Assistance are for Jobs clients who are referred as NEW (**N**) or RESUME (**R**) on the AzCCATS *Jobs Referral Response Update* (ASJOB) screen after the Jobs client has contacted the child care office to request Child Care Assistance and the client must:

(1) Select a provider; and

(2) Submit additional verification (to determine availability of both parents or responsible persons in a two parent household).

- (b) If at the time of initial contact, the Specialist has all information required to complete the Jobs referral and the client has selected a provider, the Specialist shall:

(1) Type **REF** in the ***Type*** field on the AzCCATS AP10 screen;

(2) Type **JBS** the ***Reason for Care*** field on the AzCCATS AP10 screen;

(3) Type **COM** in the ***Action*** field on the AzCCATS AP10 screen;

(4) Press enter; and

(5) Process the AzCCATS CP06, CP21, CP08 screens and generate an Approval Notice (CC-501).

EXHIBIT R: **GENERATING THE INITIAL INFORMATION REQUEST (CC-100) FROM THE AzCCATS AP10 SCREEN FOR TWO PARENT JOBS HOUSEHOLDS**

AzCCATS **AP10 SCREEN:**

UPDATE CLIENT INFORMATION

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/99
 V6L AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
 SSN 999999999 DOB 01011945 SEX M
 AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
 EXTRA ----- EXTRA -----
 CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
 ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
 PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) -----
 RES COUNTY MA LOCATION -----

REQUEST/APPLICATION RECEIVED DATE 06151999
 D-O FIA CASE MGR ASSIGNED 00000
 TYPE REF REASON FOR CARE JBS
 ACTION PEN LAST ACTION TAKEN ---

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
 ADDR CP06 AP15 AP17D CP21 PFKEY CP01

To process an initial request for a new Jobs participant, the Specialist shall:

1. Type:

- a. The “To CC Date” in the *Request/Application Received Date* field;
- b. The Appropriate district office code and case manager ID number;
- c. “REF” in the *Type* field;
- d. “JBS” in the *Reason for Care* field;
- e. “PEN” in the *Action* field.

2. Press enter.

After the application tracking portion of the AP10 screen is completed for the initial Jobs referral, the pending checklist window will display:

AzCCATS AP10 SCREEN:

UPDATE CLIENT INFORMATION			
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/11/99	
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14	
PRIMARY ID 1111111111 NAME SAMMY STONE-----			
SSN 999999999	DOB 01011945	SEX M	
AFDC: PGM STAT	CASE NO -----	PART --	
MAIL ADDRESS 1789 W JEFFERSON-----		RESIDEN	
EXTRA -----		EXT	
CITY PHOENIX-----	ST AZ	CI	
ZIP 85007 2365	COUNTRY ---	Z	
PHONE: HOME(602) 5424248	WORK(---)	MESSAGE(---	
RES COUNTY MA	LOCATION -----		
REQUEST/APPLICATION RECEIVED DATE 06151999			
D-O FIA	CASE MGR ASSIGNED 00000		
TYPE REF	REASON FOR CARE JBS		
ACTION PEN	LAST ACTION TAKEN ---		
		PENDING CHECKLIST CITIZENSHIP - EDUCATION AGREE X EMP-SELF/LOG - EMP-SELF - OTHER VIEW/UPD - COMMENT VIEW/UPD - CHECK INFO NEEDED (X) ACTION ---	
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- ADDR CP06 AP15 AP17D		PF7=BACK PF8=FWD PF10=EXT	

The Specialist shall:

1. Press PF8 to scroll forward;
2. Press PF7 to scroll back;
3. Press enter or PF10 to exit the pending checklist window;
4. Type an "X" to the right of the selection to make a selection for the *General Information/Request* notice;
5. Press enter to save the notice after all necessary selections have been made.

2) JPR (Jobs Provider)

The Specialist shall designate the AzCCATS *Reason for Care* field as **JPR** (Jobs Provider) when referrals for Child Care Assistance are for *expedited* (X) or *new* (N) and *resume* (R) Jobs referrals after the client has contacted the Specialist requesting assistance locating a provider.

- (a) The Specialist has determined that a provider selection is the *only* information needed from the client prior to authorizing Child Care Assistance.

- (b) The **JPR** code shall NOT be used if the Jobs client is required to submit additional verification of eligibility prior to authorizing Jobs Child Care Assistance (in this situation, the Specialist shall enter the **JBS** code as described above).

EXHIBIT O.5:
GENERATING THE JOBS PROVIDER NOTICE FROM THE AzCCATS AP10 SCREEN

AzCCATS
AP10 SCREEN:

UPDATE CLIENT INFORMATION			
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/11/99	
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14	
PRIMARY ID 1111111111 NAME SAMMY STONE-----			
SSN 999999999	DOB 01011945	SEX M	
AFDC: PGM STAT	CASE NO -----	PART --	
MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----			
EXTRA -----		EXTRA -----	
CITY PHOENIX----- ST AZ		CITY PHOENIX----- ST AZ	
ZIP 85007 2365 COUNTRY ---		ZIP 85007 2365 COUNTRY ---	
PHONE: HOME(602) 5424248 WORK(---)----- MESSAGE(---)-----			
RES COUNTY MA LOCATION -----			
REQUEST/APPLICATION RECEIVED DATE 06151999			
D-O FIA CASE MGR ASSIGNED 00000			
TYPE REF REASON FOR CARE JPR			
ACTION PEN LAST ACTION TAKEN ---			
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24---			
ADDR CP06 AP15 AP17D CP21 PFKEY CP01			

To process an initial request for a new Jobs participant and to generate the Jobs Provider notice (the *Jobs Client Provider Selection Notice* [CC-103]), the Specialist shall:

1. Type:
 - a. The “To CC Date” in the *Request/Application Received Date* field;
 - b. The Appropriate district office code and case manager ID number;
 - c. “REF” in the *Type* field;
 - d. “JPR” in the *Reason for Care* field;
 - e. “PEN” in the *Action* field.
2. Press enter.

After the application tracking portion of the AP10 screen is completed for the initial Jobs referral, the *Form Generation Option* screen will display:

EXHIBIT S:
AzCCATS FORM GENERATION OPTION SCREEN

THE FORM HAS BEEN COMPLETED		DATE 12/15/98
TERM XU20	FORM GENERATION OPTION SCREEN	TIME 09:11:55
V6LAP900		
(Y/N) - DO YOU WANT TO VIEW THE FORM?		
(Y/N) - PRINT THIS FORM NOW? PRINTER 		

SAVE DOCUMENT		
(Y/N) - SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?		
(Y/N) - DELETE PRIOR DOCUMENT AND SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?		
Enter-PF1 --PF2 --PF3 --PF4 --PF5 --PF6 --PF7 --PF8 --PF9 --PF10 --PF11 --PF12 --		

vi. *Action* Field

a) The Specialist shall:

- 1)** Enter information in the ***Action*** field on the AzCCATS AP10 screen to indicate the action taken on Jobs Referrals.
- 2)** Determine and enter one of the following to indicate the action taken on the referral/request for Child Care Assistance:
 - (a) COM** (Complete);
 - (b) OER** (Opened in Error);
 - (c) PEN** (Pending);
 - (d) DEN** (Denial).

- 3) Consider the following definitions when determining the type of action to enter on the AzCCATS AP10 screen:

(a) Complete (**COM**)

A Jobs Referral shall be considered *Complete* when the Jobs participant has:

- (1) Provided all required verification; and
- (2) Selected a child care provider.

(b) Opened In Error (**OER**)

Jobs Referrals shall be considered *Opened in Error* when an error was made entering Application/Request information on the *application tracking* portion of the AzCCATS AP10 screen.

- (1) To correct any errors that may have been made when processing the *request/application* portion of the AP10 screen the Specialist (or office support staff) shall:
 - Place the cursor in the *Action* field;
 - Type **OER**;
 - Press enter;
 - Complete the *OER Will Close This Application Process* window by typing a “Y” in the *Enter a Y or N* field and press enter.
- (2) The *Opened In Error* code will delete information related to the last referral that was entered in the *Request/Application Received Date* field on the AzCCATS AP10 screen.
- (3) Once the incorrect information has been deleted, the Specialist shall enter the correct information on the AzCCATS AP10 screen (if necessary) to complete the application tracking process.

- (4) The AzCCATS *Request/Application History* (AP17D) screen will not display any history of actions taken for applications/requests once the ***Open in Error*** action has been completed.
- (5) When **OER** is used to correct a processing error and a notice was created on the same day (as part of the process done in error) and was not yet mailed, the Specialist must delete the notice from the Case Note Book to prevent the sending of the notice (refer to ***Notice Deletion*** for further direction).
- (6) When a notice has been mailed and cannot be deleted (as part of the process done in error) the Specialist shall not use the “OER” code and shall re-enter the ***Request/Application Received Date*** with the correct information and shall generate a new notice to the client explaining the error made and advising the client to disregard the previous notice sent.

EXHIBIT Q: "OPEN IN ERROR" PROCESS ON THE AzCCATS AP10 SCREEN

AzCCATS AP10 SCREEN:

*To OER the last entry
on the AP10, key in
OER and press enter.*

UPDATE CLIENT INFORMATION			
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/11/98	
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14	
PRIMARY ID 1111111111 NAME SAMMY STONE----- SSN 9999999999 DOB 01011945 SEX M AFDC: PGM STAT CASE NO ----- PART --			
MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON----- EXTRA ----- EXTRA ----- CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY --- PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) ----- RES COUNTY MA LOCATION -----			
REQUEST/APPLICATION RECEIVED DATE 06151999 D-O F1A CASE MGR ASSIGNED 00000 TYPE * REASON FOR CARE WKS <div style="border: 1px solid black; display: inline-block; padding: 2px;">ACTION OER</div> LAST ACTION TAKEN COM			
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--- ADDR CP06 AP15 AP17D CP21 PFKEY CP01			

When an action is "opened in error", the following window will appear:

AzCCATS AP10 SCREEN:

UPDATE CLIENT INFORMATION			
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/11/98	
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14	
PRIMARY ID 1111111111 NAME SAMMY STONE----- SSN 9999999999 DOB 01011945 SEX M AFDC: PGM STAT CASE NO ----- PART --			
MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON----- EXTRA ----- EXTRA ----- CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY --- PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) ----- RES COUNTY MA LOCATION -----			
REQUEST/APPLICATION RECEIVED DATE 06151999 D-O F1A CASE MGR ASSIGNED 00000 TYPE REV REASON FOR CARE WKS ACTION OER LAST ACTION TAKEN COM			
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--- ADDR CP06 AP15 AP17D CP21 PFKEY CP01			

*Type "Y" and press
enter*

(c) Pending (PEN)

Jobs Referrals shall be considered *Pending* when:

- (1)** Additional verification is required to determine eligibility for Child Care Assistance; or
 - (2)** The Jobs participant has not made a provider selection; or
 - (3)** The Jobs participant has requested a noncertified relative provider (NCRP) and is pending completion of the NCRP process.
- (d)** The *Action* field shall be updated by the Specialist to indicate the outcome of the referral for Child Care Assistance when eligibility has been determined and the case is no longer in a pending status. The Specialist shall type in the appropriate *Action* code to denote the action (**COM**, **OER**, or **DEN**) being taken, as described in this section.

(e) Denied (DEN)

Jobs Referrals shall be considered *Denied* when the Child Care Specialist determines the Jobs participant is ineligible for Jobs Child Care Assistance.

EXHIBIT O.6: **PROCESSING JOBS REFERRALS ON THE AP10 SCREEN**

AzCCATS AP10 SCREEN:

The Request/Application Received Date is the "To CC Date" on the Jobs referral.

The Type code for Jobs participants is REF for Referral.

CLIENT INFORMATION UPDATED

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/98
V6L AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
SSN 9999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA ----- EXTRA -----
CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---
PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) -----
RES COUNTY MA LOCATION -----

REQUEST /APPLICATION RECEIVED DATE 09201999

TYPE REF REASON FOR CARE ---

ACTION --- LAST ACTION TAKEN

Enter PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
ADDR CP06 AP15 AP17D CP21 PFKEY CP01

Action codes include the following:

COM → Completed
DEN → Denied
OER → OER
PEN → Pending Request/Application

Reason for Care codes for Jobs participants include the following:

JBS → Jobs
JPR → Jobs Provider

d. Completion of the application tracking portion on the AP10 Screen for CPS Referrals

The Specialist (or office support staff) shall process the *application tracking portion* of the AP10 screen for CPS or DDD referrals when the Specialist receives a:

- New CPS or DDD referral;
- CPS referral as part of the normal review process;
- CPS referral that reflects a change in the primary caretaker for an ongoing CPS Child Care case.

Since Specialists rarely have a need to send CPS or DDD clients a notice at the time a CPS or DDD referral is received, Child Care Specialists who process CPS cases are only required to complete the following fields on the application tracking portion of the AP10 screen:

- The ***Request/Application Received Date*** field; and
- The ***Reason for Care*** Field.

The ***District Office***, ***Case Manager***, ***Type***, and ***Action*** fields can be left blank. Processing the *application tracking* portion of the AP10 screen for CPS cases shall be completed as follows:

i. *Request/Application Received* Field

- a) The date the CPS Specialist indicates on the ***Date Form Completed*** area of the CPS Child Care Referral (CC-224) will be entered in the ***Request/Application Received Date*** field; or
- b) The date the CPS Case Manager contacts the Child Care Specialist indicating an urgent request for Child Care Assistance (this must be followed up with a CPS referral within 2 working days of the phone request).
- c) When the CPS Child Care Referral (CC-224) is *received untimely* (the authorization ***Start Date*** indicated on the CC-224 form precedes the ***Date Form Completed*** and the client has already begun using services), the Specialist shall:
 - 1) Type the date the referral was received by CCA in the ***Request/Application Received*** field on the AzCCATS AP10 screen;
 - 2) Obtain supervisory approval to authorize CPS Child Care back to the authorization ***Start Date*** and document the case file accordingly.

NOTE: The CCA Supervisor shall contact the CPS Supervisor to resolve any continued problems with late referrals; if the trend continues, the Child Care Specialist shall contact the CCA Policy Helpdesk for assistance.

ii. *District Office* Field

- a) The *District Office* field on the AzCCATS AP10 screen may remain blank for CPS cases;
- b) When the Child Care Specialist processes the AzCCATS CP21 screen, the *District Office* field on the AP10 screen will display the District Office as entered on the CP21.

iii. *Case Manager Assigned* Field

- a) The *Case Manager Assigned* field on the AzCCATS AP10 screen may remain blank for CPS cases;
- b) When the CPS Child Care Specialist processes the AzCCATS CP21 screen the *Case Manager Assigned* field on the AP10 screen will be completed based on the Case Manager entered on the CP21.

iv. *Type* Field

- a) The *Type* field on the AzCCATS AP10 screen may remain blank for CPS cases;
- b) The *Type* field will automatically display **REF** (for referral) when the Child Care Specialist keys in the *Request/Application Received Date* and **CPS** as the reason for care and presses enter.

v. *Reason for Care* Field

- a) The Specialist (or office support staff) shall type **CPS** in the *Reason for Care* field on the AzCCATS AP10 screen and press enter;
- b) AzCCATS will automatically enter **REF** (for referral) in the *Type* field on the AzCCATS AP10 screen;

vi. **Action** Field

- a) The **Action** field on the AzCCATS AP10 screen may remain blank for CPS cases;
- b) AzCCATS will automatically display **COM** (for complete) in the **Action** field on the AzCCATS AP10 screen upon pressing enter.

EXHIBIT O.7:
PROCESSING CPS REFERRALS ON THE AP10 SCREEN

**AzCCATS
AP10 SCREEN:**

The date the CPS Specialist indicates on the Date Form Completed area of the CPS referral shall be entered in the Request/ Application Received Date field.

The District Office and the Case Manager Assigned fields may remain blank.

The Type code for Child Protective Services is "REF" for referral. This field may remain blank.

CLIENT INFORMATION UPDATED	
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING
DATE: 12/11/98	TIME: 12:17:14
PRIMARY ID 1111111111 NAME SAMMY STONE-----	
SSN 9999999999	DOB 01011945 SEX M
AFDC: PGM STAT	CASE NO ----- PART --
MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----	
EXTRA ----- EXTRA -----	
CITY PHOENIX----- ST AZ	CITY PHOENIX----- ST AZ
ZIP 85007 2365 COUNTRY ---	ZIP 85007 2365 COUNTRY ---
PHONE: HOME(602) 5424248 WORK(---)----- MESSAGE(---)-----	
RES COUNTY MA LOCATION -----	
REQUEST /APPLICATION RECEIVED DATE 09201999	
DO --- CASE MGR ASSIGNED ----	
TYPE REF	REASON FOR CARE CPS
ACTION ---	LAST ACTION TAKEN
Enter PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--	
ADDR CP06 AP15 AP17D CP21 PFKEY CP01	

The Action code field for Child Protective Services may remain blank; AzCCATS will update with "COM" for Complete.

The Reason for Care code for Child Protective Services is "CPS".